

Questions Guide

1. **What is the percentage of customers who rated their service experience as 'Very Satisfied' (راضي جداً)?**
 - **KPI:** Achieve a 'Very Satisfied' rating from at least 80% of customers.
2. **How many customer feedback entries were collected in the first quarter of 2023?**
3. **What is the average satisfaction rating for each specific service aspect (e.g., speed, accessibility, output)?**
 - **KPI:** Maintain an average rating of at least 4 out of 5 for each service aspect.
4. **What is the total number of unique customers who provided feedback in the first quarter of 2023?**
5. **What is the overall customer satisfaction rating for each service type?**
6. **How does customer satisfaction vary by date or over time?**
7. **Which service type receives the highest and lowest satisfaction ratings?**
8. **What is the distribution of satisfaction levels for each service type?**
9. **What is the average overall customer satisfaction rating across all service types?**
 - **KPI:** Achieve an average satisfaction rating of 4.5 out of 5.